



MOSAIC

Creating possibilities,
transforming lives.



Annual Report
2022/23

Let's look beyond disability.
One person, one family, one life goal at a time.
Exploring possibilities. Together.



“I’m Cindy and this is Vicky.
We’re pub karaoke champions,
ten-pin bowling kingpins and
coffee-and-a-chat mates.
Oh, and Vicky is my
Support Worker.”



Contents

About Us	4
Chair and CEO Leadership Report	6
Strategic Plan	8
Our Board	10
Our Strategic Leadership Team	11
Our People	12
Our Services	16
Conversations with Mosaic	20
Our Supporters	21
Finances	22



(Pictured on cover)

“I’m Chris. This is my friend Samrat. We love music, sport and going on adventures where we get to make new friends. Oh, and Samrat is my Support Worker.”



“Hi, I’m Daniel. Health sciences student, hotshot gamer and jiu jitsu enthusiast.”

– Mosaic client

Mosaic wishes to acknowledge the traditional custodians of the land on which our services are delivered – the people of the Noongar Nation. We acknowledge and pay respect to the Noongar people’s ongoing culture, beliefs and relationship with the land, as well as their rich contribution to life in this region.



About Us

At Mosaic, we focus on the possibilities that matter to people with disability.

Our personalised services give people and their families more choices, control and independence. This has been our driving focus since our not-for-profit organisation was established 30 years ago. Our support opens up a world of possibilities and experiences. Whatever matters to our clients, whatever hopes and dreams they have, and whatever disability they live with, we listen and work with them to make it happen. Today, we remain true to the vision of our founders by reflecting that same focus on the individual, their family and community.

As a registered not-for-profit NDIS provider, our 330+ team supports people aged 18 and over across Perth through a growing range of services, all individually tailored to help clients set goals and make their dreams a reality.



At Mosaic, we believe in **celebrating the diversity of all people**, from all walks of life and backgrounds. Here, you'll be welcomed, supported and included, no matter your culture and heritage, race, religion, age, disability, sexuality or gender.

Our Purpose

To create possibilities for people with disability that transform their lives.

Our Values



We listen carefully with empathy



We seek to empower



We are courageous in our actions



We are authentic and transparent



We connect and collaborate



We are accountable and strive for excellence



Tony Clark and Robert Martin

Our Life Members

Life Membership is an honour reserved for those individuals whose contribution to Mosaic goes beyond the ordinary, or even the excellent, for an extended period, and who consistently demonstrate alignment with the values of Mosaic Community Care. We are proud to acknowledge Lorraine deLacy, Tony Clark and Robert Martin as Life Members of Mosaic.

Where we are





Chair and CEO Leadership Report

Welcome to our 2022/23 Annual Report. It's our pleasure to bring you the highlights of Mosaic's year.

Mosaic and the broader sector experienced many challenges throughout the last year. Pleasingly our organisation was able to celebrate many successes as well. Our people, and the clients we support, have demonstrated great resilience, patience and, above all, commitment whilst facing another challenging year.

The COVID-19 health pandemic continued to test our workforce, clients and their families, with another wave in late 2022 causing disruptions within our homes. As the year progressed vaccinations offered some protection for our clients and employees, and homes and services were able to operate with fewer and fewer restrictions. Our most significant challenge continues to be workforce attraction, retention and capacity, something that affects the entire disability and broader community services sector. Reduced skilled migration, continued underfunding from the Federal Government and low wages, combine with the effects of COVID-19 to make this an ongoing and critical issue for us all.

This year Mosaic continued to prioritise investing in our team of amazing, committed employees by providing increased training and professional development alongside a range of additional supports. We recognise they have put the needs of our clients first, and they continue to go above and beyond, even during these challenging times.

Our commitment to becoming an Employer of Choice was supported this year when we received two national awards from our Employee Engagement Survey – Best Workplace and Change Champion. These awards recognise that we have high levels of employee satisfaction, demonstrated excellent management practices and exceptional employee engagement, an achievement that resulted in Mosaic performing above the Disability Services Benchmark.

The care of our clients has remained paramount this year, while a focus on continuous improvement and client-focused growth has seen our team continue to expand our Mosaic homes. This year we built Mosaic's first Independent Living Unit, an attractive and private home for someone seeking independent living, while still being able to call on support from our qualified and caring team. We also carried out extensive renovations at three of our Supported Independent Living homes, as well as undertaking partial upgrades at two others. All these improvements were made to improve the quality of life of our clients, as we know our homes are such an important part of a person's life.

Our Consultancy Services also continued to grow and evolve. In June 2023, we appointed Zak Brearley as our inaugural Manager of Consultancy Services. Zak has been a Mosaic team member for over six years and has grown with the organisation. We are excited to see how we can create much needed capacity-building support and therapy services so our clients and the broader community can reach their goals.

In April 2023, Mosaic said farewell to our CEO, Pippa Cebis. We acknowledge her strong and insightful leadership and are very grateful for her significant contribution to our organisation. Finding the right person to follow in her footsteps was a big task, and after a thorough process the Board appointed Jess Karlsson as Mosaic's next CEO. We are confident Jess's enthusiasm, experience and leadership – combined with the talents of our wonderful Mosaic team – will enable us to continue to deliver exceptional services to our clients and their families.

“This year Mosaic continued to prioritise **investing in our team of amazing, committed employees** by providing increased training and professional development alongside a range of additional supports.”

The Board would especially like to thank Dena Zarif for her exceptional work as Interim CEO, and for guiding the Mosaic team through this period of change with empathy and wisdom.

We also acknowledge our two outgoing Board members, Elizabeth Fergusson and Geoff Parnell for their time and attention. The Board extends an additional thank you to Geoff for the remarkable contribution he has made to Mosaic over the past 17 years. In the coming year we welcome two new members: Jackie Leggett and David Kent, who bring a diverse range of skills, expertise and ideas to our Board.

To our Board of Directors and Strategic Leadership team, we extend a heartfelt thank you for your expertise, guidance and wisdom in steering our organisation over the last year.

To our employees, volunteers and partners; you are what makes Mosaic such a caring and committed organisation. On behalf of the Board and Executive at Mosaic, thank you for your ongoing dedication to our purpose.

Mosaic has overcome significant obstacles over the past years, and throughout these challenges we have increased our resilience while continuing to focus on delivering quality client-focused services. We are excited to continue building our brand and our partnerships to achieve further reach and positive community social impact.

Our purpose and values stay strong, and we remain dedicated to achieving our mission of creating possibilities and transforming lives.

We choose to look forward with optimism and courage.

Virginia Miltrup, Chair

Jess Karlsson, CEO



Strategic Plan

The strategic planning process allows us to look to the future we want to create and intentionally craft a plan to get us there.

By refocussing on our purpose and values, honestly reappraising our strengths and weaknesses, and understanding the regulatory environment, where technology is taking us, and what major trends might affect us, we can clarify what's important, what's relevant and what's actionable.

Our strategic plan enables us to create a roadmap of clearly defined cultural change, innovation and proactive strategies and to manage the rapidly changing, unpredictable and challenging environment in which we operate.

2022-2023 Strategic Priorities



Customer Experience

Objective: We aim to provide the best possible experience for our customers and clients.

Goals:

- We will provide every Mosaic customer with a customised, consistent and high-quality service that meets their needs and aspirations.
- We will continually seek to refine our quality, safeguarding, governance, and risk management frameworks in order to keep our customers safe.
- We will ensure that our housing and physical assets will meet and exceed our customers' needs and aspirations.



People, Culture & Knowledge

Objective: Our team is highly skilled and stable, supported by a workplace culture that is positive, safe, healthy and engaged.

Goals:

- We will attract, develop and retain exceptional employees and volunteers.
- We will take action both as individuals and as a team to create a physically and mentally safe and healthy workplace.
- We will live, promote and reinforce our values and expected behaviours in all we do.



Systems & Processes

Objective: Our systems support operational excellence and evidence-based decision making.

Goals:

- We will embed a change management process that enables our teams to adapt with agility and positivity.
- We will use technology to improve efficiency and support our teams to provide outstanding customer service.
- We will increase our analytical capability and business intelligence to make better informed and timely evidence-based decisions.



Business Sustainability

Objective: We are financially sustainable while also creating value through our Environmental, Social, and Governance (ESG) mindset.

Goals:

- We will ensure our services remain relevant and sustainable in the context of a changing environment.
- We will actively seek opportunities for diversified income and strategic partnerships.
- We will continue to build on our positive reputation.
- We will embed our environmental, social and governance responsibilities into our decision-making frameworks.



“I popped in to see Damo today and Brian was reading him jokes and Damo was laughing out loud. **It literally made my day seeing how happy and engaged** Damo was with Brian and I can see they already have a strong connection (which in the past has often taken a little while when Damo meets new staff). Please pass on my appreciation to Brian and let him know what a great job he is doing with Damo since he has come on board.”

– Family member of a client



“I’m James and this is **Marcelle**. We love watching and playing sports. Footy. Cricket. Ten-pin bowling. Oh, and Marcelle is my Support Worker.”

Our Board



Virginia Miltrup
Chair

Virginia is an experienced Executive and Company Director with expertise in supporting businesses to adapt and align to emerging realities. She has a passion for bringing customer-centric thinking to the improvement of business performance. Currently the CEO of a Local Government Area, Virginia has led Strategy, Corporate Services and Operational teams, across the public and private sectors.



Phillip Barker
Vice Chair and Treasurer

Phil is an experienced finance and investment professional bringing over 25 years of commercial experience to the Board, with expertise in funds/investment management, commercial banking, governance and accounting. He brings valuable skills to the Board in business management, leadership and corporate governance along with experience from other Board roles in both the corporate and not-for-profit sectors.



Leanne Kite
Acting Company Secretary

Leanne is an experienced accounting, finance and governance professional having held senior positions across the resources and biotech sector. She brings a wealth of experience to the Board in financial analysis, strategic planning, budgeting and forecasting, risk management practices and governance. Leanne is passionate about inclusion and assisting people with disability services having personal experience with family members with an intellectual disability.



Geoff Parnell
Geoff is an experienced director and senior executive who brings to the Board skills and expertise in strategic planning, governance, resource management, change management, finance and risk management.

Geoff's experience includes business activities, involvement on Government advisory boards, and contributions to profit boards. In addition to being the previous Mosaic Chair, Geoff has been involved in the Board's Finance and Audit Committee, Client Engagement and Wellbeing Committee and Succession Planning and Remuneration Committee.



Elizabeth Fergusson

Elizabeth has over twenty years of marketing experience across a range of senior roles based in Europe, the Middle East, Eastern Europe and Australia. She brings to the Mosaic Board marketing and communications expertise – in particular, strategic brand development and management, public relations, research and relationship management. She holds a Master of Business Administration and is an Associate of The UK Chartered Institute of Marketing.



Dale Rakich

Dale brings over 25 years of commercial experience in the property, funds management, not-for-profit and healthcare sectors. He is currently the national head of Property and Capital Development for a large not-for-profit health care organisation and through his ongoing involvement with projects specifically for their disability housing service has gained a strong understanding of the contemporary challenges facing the disability support sector.



Kim Clark

Kim has extensive experience in public and community health policy and management roles as an evaluator of a wide variety of population health programs and services, and as an educator-researcher in the tertiary sector. His PhD study examined the issue of governance. His research over the past 20 years has emphasised service access and equity for vulnerable and marginalised families. Kim has first-hand experience of the disability sector, first as a citizen advocate and more recently as a guardian. This has given him useful insights into Mosaic's service delivery, aiding in his Board role.

In the coming year, we are pleased to welcome new Board members Jackie Leggett and David Kent.

Our Leadership



Jess Karlsson
CEO

A passionate advocate for inclusion and creating positive social impact in the community, Jess has dedicated her life to

impacting the lives of people; helping keep them safe, whilst providing them with life changing opportunities. Her leadership experience spans the private, commercial, and not-for-profit sectors. Over the past 15 years, Jess has held executive roles in recreation, health, disability services and profit-for-purpose organisations across Queensland, Northern Territory and WA. Previously recognised with the coveted 40under40 Business Award, Jess is a strategic and innovative leader.



Dena Zarif
Executive Manager
Corporate Services

Like all the team at Mosaic, Dena has specialist knowledge and expertise including over

15 years of executive experience managing and consulting in community services with a focus on multicultural, humanitarian, employment and disability services. She has wide-ranging leadership experience and has acted as interim CEO for numerous not-for-profit and disability organisations while assisting with significant transformational programs covering culture, risk, strategy and governance.



Wendy Palmer
Executive Manager
Quality and Safeguarding

Wendy has extensive experience across the health, disability and community services sectors

mostly in the non-government arena. Initially an allied health clinician, Wendy has held senior and executive roles with responsibility for operational delivery, business development and quality.

With qualifications in speech pathology, health services management and quality auditing, Wendy previously provided executive consultancy services to providers in aged care, disability, community health and welfare services.



Tim Lo
Executive Manager
Client Services

Tim has over 20 years of operational and senior management experience

across the acute, rehabilitation, residential aged care and disability care sectors in WA and Singapore. Tim's experience includes strategic planning and change management within the not-for-profit sector. He has qualifications in healthcare management, project management, and training and assessment, and continues to be a registered occupational therapist.



Zac Brearley
Manager Consultancy Services

With over a decade of experience in the sector, Zak's journey began as a support worker and evolved into a

range of diverse management roles. In this role Zak oversees the delivery of Behaviour Support, Therapy, and Support Coordination Services at Mosaic, in addition to being our Senior Behaviour Support Practitioner. His areas of specialty and expertise span diverse fields, including Justice support, rural support, relationships/intimacy, complex behaviour support, and Restrictive Practices. His wealth of experience, commitment to empowering others, and passion for diverse interests make him an invaluable asset to the Mosaic team.

Our People

Our people are Mosaic’s strongest asset. From our frontline Support Workers and specialists to our leadership team, Board and volunteers, the Mosaic team all work with passion and purpose to open up new possibilities for people with disability and their families across Perth.



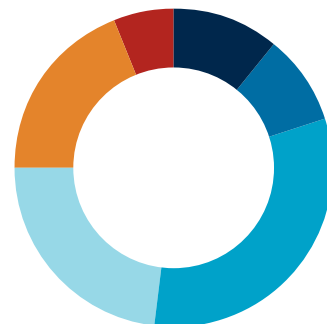
332 Staff

3 Volunteers

5 Work placements and students

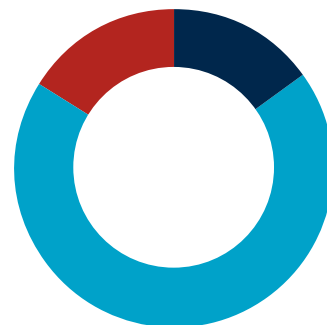
Staff age groups

- 11% under 24 years
- 9% 25-29 years
- 32% 30-39 years
- 23% 40-49 years
- 19% 50-59 years
- 6% 60+ years



Staff employment type

- 15% full-time
- 69% part-time
- 16% casual



“Every day is a chance to do something different and **make a difference** in clients' lives.”

Investing in our people

Providing relevant and high-quality training and professional development opportunities for our people is essential to delivering excellent services, maintaining our sustainability as an organisation and supporting our strategic goal of investing in exceptional employees and volunteers.

This year Mosaic continued with our priority to embed a culture of workforce safety. With 75% of our employees supporting clients with intellectual and physical disability in their home, in a Mosaic home, or in the community, that culture is complemented by also investing in specialised training to meet the needs of our clients.

This focus on safety, wellbeing and engagement has led to a substantial decrease in Work Health and Safety incidents and fostered a culture of Safety at Mosaic. So much so, that our insurance partner GIO nominated Mosaic for the RM Advancer Awards, which are the premier Risk Management awards in Australia. Mosaic was subsequently chosen as a finalist, with winners to be announced in November 2023.

We are pleased to report that this year Mosaic achieved a significant increase in training hours (online and face to face) which eclipsed even our pre COVID-19 levels. We delivered 7,041.37 hours of training throughout the year, with 90% occurring face to face.

This year we were also able to move beyond the training focus of safely delivering services during a pandemic, to a more extensive training program covering a range of topics that meet the complex needs of the clients we support. This included a significant investment in Behaviours of Concern, Medication and Manual Handling training which were partially Government subsidised through National Disability Services. In particular Mosaic made a significant commitment to roll out a Medication Refresher to all employees, resulting in 209 completing the training during the year.



7041 hours of training

122 training sessions

90% face to face

10% online

Training courses	Number of sessions
Manual Handling	30
Medication	61
Behaviours of Concern	13
Dementia	2
First Aid	6
Dysphagia	2
Epilepsy	3
CPR Refresher	5



“I just wanted to personally thank you for everything that you do for our company. You probably don't get that enough. And sometimes a little thank you goes a long way. So, **thank you.**”

- Team member to CEO

Listening to our people

Mosaic conducted our third full Employee Engagement Survey with Voice Project in the last year, along with some prior pulse surveys. Provided to give employees opportunities for feedback about the quality of our current work practices, the survey also enabled the outcomes of employee engagement, employee wellbeing and organisation progress to be measured.

Overall, 70% of employees completed the survey with more than 182 responses: the strongest engagement result for two years. We are very pleased to report that the feedback from employees showed an improvement of 9.21% between our last two surveys in every category. Other key results are:

- 89% Employee Engagement
- 83% Employee Wellbeing
- 94% Job Satisfaction
- 80.3% for Overall Employee Satisfaction

Because Voice Project conducts surveys across Australia, the results of our survey are measured against industry benchmarks to provide us with a tangible measure of where we sit in our sector. These results were also extremely positive:

- Mosaic scored in the top 10% of our sector out of 18,000 employee responses for Job Satisfaction.
- Mosaic outperformed the Disability Industry Benchmark for overall Employee Satisfaction by 7.05%. This is compared with 62 disability providers and 18,058 overall employee responses.

These excellent employee survey results led to Mosaic being awarded two national Voice Project awards.

- **Best Workplace Award** – This award is designed to recognise high performing organisations that have generated high levels of employee satisfaction, demonstrating excellent management practices and a highly engaged workforce.
- **Change Champion Award** – This award recognises large improvements in employee experience. Mosaic's increase in just over 9% overall was deemed 'exceptional'.



No Limits for Anna

“I love playing netball because I get to hang out with my teammates and work together with them.”

Since the beginning of the year Anna has been playing with the No Limits Breakers, a team run by the Rockingham and Districts Netball Association. She usually plays in the position of Goal Shooter and really enjoys being able to get goals ... something she is very good at.

Anna and rest of the team were pretty excited when No Limits won a 2023 City of Rockingham Sports Star of the Year Award in the category of Inclusion Event or Program. Everyone at the Association were thrilled with the award and very proud of the program which is going from strength to strength.



Employee achievements

Each year we are pleased to celebrate significant service milestones within our team. We are deeply grateful for the valuable contribution each one of the following people continues to make within our organisation.

Name	Years of Service	Name	Years of Service
Margaret Nelson	18	Amanda Burrows	11
Julie Hayes	17	Penelope Cooper	11
Gwen Naylon	17	Veerpal Kaur Gill	11
Dawn Williamson	17	Mandip Kaur	11
John Pickering	16	Cleotilde May	11
Joseph Woja	16	Manjeet Singh	11
Helen Benson	14	Sarah Oumo	10
Edward Mutseyekwa	14	Jason Payne	10
Debbie Bowe	12	Sheena Smedley	10
Rachel Miles	12		

Employee progression and development

Feedback from our team members consistently tell us they are eager for opportunities to learn, collaborate, develop new skills, and progress their career. This year 13 employees were either promoted to roles of greater responsibility within Mosaic or had the opportunity to act in other roles.

Name	Original/Substantive Role	New/Acting Role
Bonnie Galant	Support Worker	Promotion to Home and Community Leader
Rachel Miles	Support Worker	Rostering Officer
Zak Brearley	Lead Positive Behaviours Support Practitioner	Manager Consultancy Services
Susan Allies	Support Worker	Acting Home and Community Leader
Herve Martel	Support Worker	Acting Home and Community Leader
Ganiyat Asanbe	Support Worker	Acting Home and Community Leader
Mustafa Al Rashid	Home and Community Leader	Promotion to Operations Manager
Lisa O'Donnell	Support Worker	Promotion Home and Community Leader
Dena Zarif	Executive Manager People and Culture	Promotion to Executive Manager Corporate Services
Dena Zarif	Executive Manager Corporate Services	Interim Chief Executive Officer
Arnold De Castro	Support Worker	Acting Home and Community Leader
Helen Benson	Support Worker	Acting 2IC
Edha Singh	Support Worker	Acting Client Services Administrator
Shivjot Singh	Support Worker	Acting Client Services Administrator



Our Services



367 clients

- **67** Community Services clients
- **91** Support Coordination clients
- **48** Positive Behaviour Support clients
- **96** Therapy Services clients



74 clients in
21 Supported Independent Living homes



31 vehicles to help clients to get out and about

Mosaic continues to focus on providing a diverse range of services and supports to open up a world of possibilities for our clients.

This year we introduced an innovative new operational model which creates local area groups that combine Supported Independent Living and Community Services clients and employees together. Reflective of a village, this model aims to create supportive local communities for both our clients and employees, opportunities for shared client engagement, potential to plan for progression in support for some clients, greater consistency of service delivery, workforce optimisation and a more efficient use of resources.

Providing a new service option, our first Independent Living Unit was built this year. Located behind one of our homes, this unit suits someone seeking independent living, while being able to call on support from our qualified and caring team as needed. In addition, we have a new client who is receiving Supported Independent Living services whilst remaining in their own home, instead of living in a Mosaic home. We were also pleased to acquire a new home in East Fremantle and gratefully acknowledge the Department of Communities for their assistance.

“Once again, thank you for your continuous efforts and for going above and beyond in your role. Your positive impact on Ronald's life is truly commendable, and I am confident that with your support helping him achieve his goals, he will **continue to thrive and achieve his potential.**”

– Guardian



Supported Independent Living

Mosaic helps people with disability to secure the home, housemates and 24/7 support they need to live actively, independently and safely in the community. We have a range of homes across Perth, where our professional and highly skilled teams use our proven person-centred approach and our Positive Behaviour Support framework to meet every person's unique needs and preferences.

Our support includes assistance with practical daily tasks such as cleaning, laundry, cooking, personal care and safely taking medications. We also support our clients to get out and about in the local community, use public transport, attend appointments and pursue hobbies and interests.

Several of our houses were renovated and upgraded over the last year. This work included:

- Completing extensive renovations at our Scotford and Logwood houses and settling clients back in to their upgraded homes.
- Commencing renovations at our Kenwick house and utilising McKensie as a temporary 'holiday home' for some of the Kenwick clients while the work is carried out.
- Upgrading the flooring at the Greenwich house and the kitchen at Rae Road.

Mosaic is committed to ensuring that our homes meet the needs of the clients we support and will continue to roll out our Maintenance Plan across our portfolio of houses.

Community Services

One of Mosaic's central philosophies is the importance of being an active participant in your local community. We believe that the whole community benefits when everyone has the opportunity to engage and be included.

Our Community Support team enables people with disability to maintain and develop meaningful friendships and access connections in their local community so they can achieve their personal goals. That can include making new friends, taking up a sport or hobby, socialising, volunteering, pursuing further education, getting a job or building a career. Or just getting out and about, doing shopping and keeping appointments.

Support Coordination

Our Support Coordination services help people with disability to exercise choice and build the skills to connect with providers and direct their own supports.

The NDIS gives people with disability and their families more choices, however its complexity can be confusing. Our Support Coordinators work with our clients to help them navigate the system, inform them of options and support them to make appropriate choices for their circumstances and their personal goals. By working one-on-one, we explain the benefits and drawbacks of different options in a way that makes sense to them. Our Support Coordination service aims to ensure they are able to deal with the NDIS with confidence and maximise the potential of each service they receive.

“Everyone is an individual. We’re there to support each of our clients to live their best life.”

Positive Behaviour Support Services

This service provides support to people who have behaviours that are impacting their quality of life or posing significant risk to others, causing barriers to social and community inclusion, deterrents to health and wellbeing, or negatively affecting their ability to receive essential support.

Mosaic’s expert Positive Behaviour Support team work with our clients to understand the root cause of a behaviour. Together we then develop strategies for managing everyday life, aiming to reduce and eliminate challenging behaviours and increase health, confidence and independence. Our approach ensures we always respect people’s rights, wishes, wellbeing and dignity, and meets the NDIS Quality and Safeguarding Commission’s requirements.

Therapy Services

Our expert team of Occupational Therapists, Speech Pathologists and Physiotherapists work one-on-one with people with disability, often in partnership with their existing support network, to help them to enjoy greater control and build their confidence.

From communicating clearly and eating safely to improving health, wellbeing and helping with life transitions, our therapy services specialists will develop plans and solutions that are individually designed and which support people to live their best life.

Quality and Safeguarding

This year we celebrated being a finalist in the Customer Service Institute of Australia’s 2022 Australian Service Excellence Awards for our success in helping people with disabilities have a stronger voice via our client and family satisfaction survey.



Other quality improvement activities during the year included:

- Conducting 23 internal audits to check standards are being maintained and any areas for improvement are identified.
- Reviewing 31 policies.
- Producing Easy Read Versions of a further five of our policies to continue enabling a broad range of clients to better understand information on our services.
- Reviewing and refining the Client Incident Management process to make sure we remain responsive to client needs.
- With the assistance of Nurse Consultants, embarking on a journey to improve our support of clients’ medication and health care needs.

Learn2Adult



Over the last year Mosaic has been developing a new tool for teenagers with disability called Learn2Adult. Supported by Telethon, Learn2Adult aims to prepare teenagers living with disability to take control of their lives and become confident adult decision-makers by using a unique roadmap tool. It is expected that Learn2Adult will also assist families to make a less stressful and more effective transition to an adult-adult relationship with their children. In the coming year Learn2 Adult will be launched and trialled with teenagers and families as well as sector professionals. Learn2Adult will be freely available to download from our website.



Meeting Dylan Alcott

One of the highlights of the year for Disability Support Worker Jay and several other members of the Mosaic team, was attending an event to hear from Australian of the Year 2022, Dylan Alcott AO.

One of Australia's best known and successful sportspeople and media personalities, Dylan talked about the obstacles and self-hate he had to overcome as a result of his disability, and how he recently became the first male in history, in any form of tennis, to win the Golden Slam.

As Jay has been a such huge fan, it was a dream come true when Dylan took the time to meet and chat with the Mosaic team. Everyone was a bit star-struck!

Conversations with Mosaic

Conversations with Mosaic is an annual event which provides a valuable opportunity for us to strengthen our partnerships and networks with sector, business and government leaders. Our fourth Conversations with Mosaic, held in November 2022, was a special occasion as we celebrated our 30th anniversary with a large group of staff, clients, supporters, partners and friends at Royal Freshwater Bay Yacht Club.

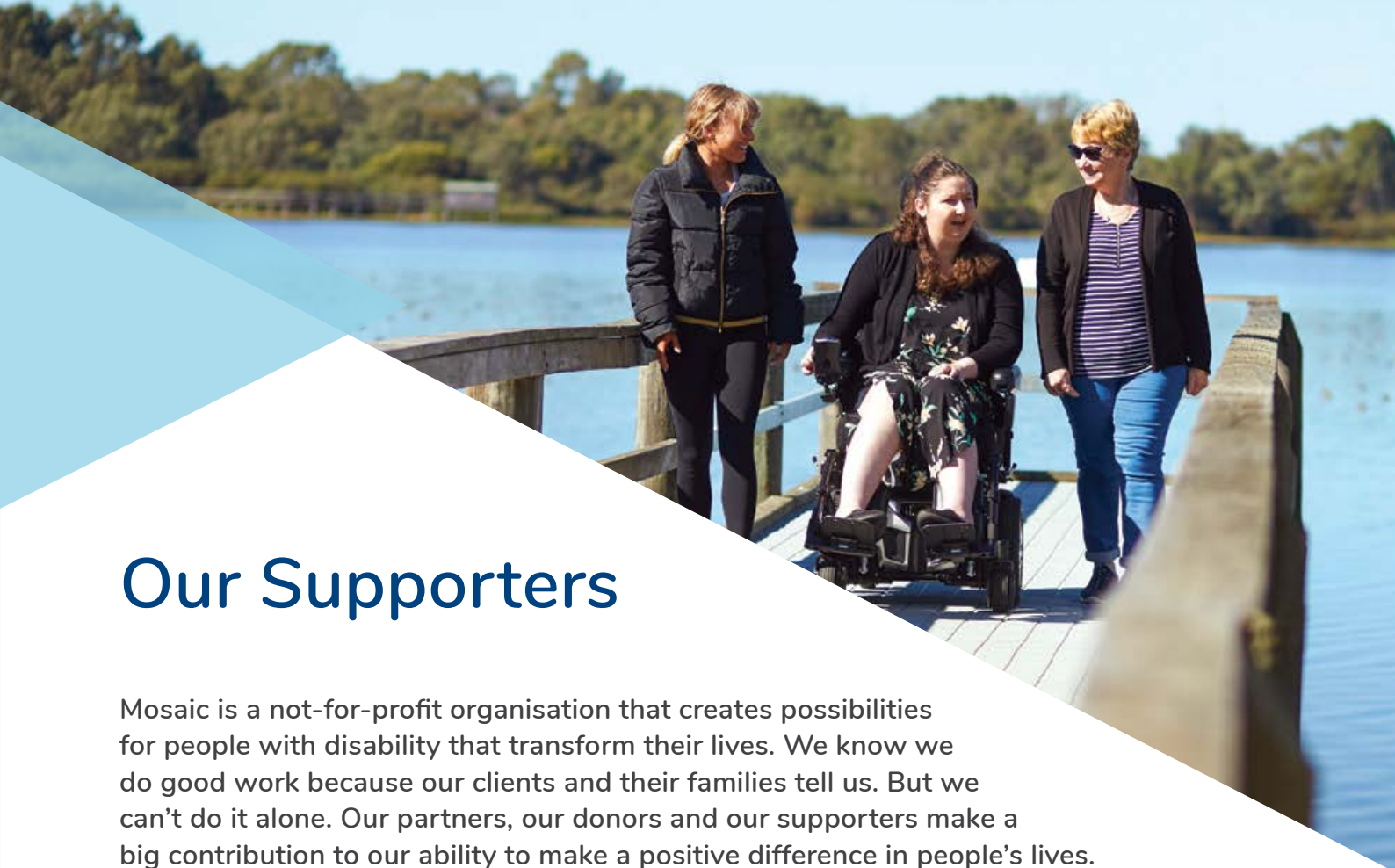
Our Chair spoke about our establishment in 1992 by three Perth families, how we have responded to the many significant changes we have seen over the past 30 years, and how proud we are to have grown into a vibrant and impactful organisation supporting people with disability to live their best life.

A new Mosaic Life Member (only the third in our history) was announced as Robert Martin and he was presented with a plaque. As our Inaugural President, Robert has made a huge contribution to Mosaic's journey with his unwavering commitment to our purpose. His brother Peter, who is still with Mosaic today, was our very first client. Long serving staff members Joseph Woja and Sue Peters were also given a special plaque to commemorate their 15 years with Mosaic.

Our special thanks go to our guest speaker for the evening Marion Hailes-MacDonald, the Executive Director - Office of Disability at the Department of Communities. Marion outlined what the disability services landscape in WA was like in 1992 when we started our journey, how it has changed since then, and what that has meant to those living with disability and their families.

We are extremely grateful to everyone who has entrusted us with their hopes, goals and dreams over the last 30 years. It continues to be our great privilege to provide disability support services that give people and their families more choice, control and independence.





Our Supporters

Mosaic is a not-for-profit organisation that creates possibilities for people with disability that transform their lives. We know we do good work because our clients and their families tell us. But we can't do it alone. Our partners, our donors and our supporters make a big contribution to our ability to make a positive difference in people's lives.

We would like to thank Dulux for their generosity this year in providing the paint for one of our Supported Independent Living homes, and Zenith Insurance Services (now part of Lockton Companies Australia) for donating Christmas gifts for our clients.

We are also grateful to Telethon for the grant to develop Learn2Adult, a tool to help prepare teenagers living with disability to take control of their lives and become confident adult decision-makers.

How you can help

We invite you to support Mosaic. By doing so we know you will be making a move that will open up a world of possibilities – for you, as well as for people with disability and their families.

Donate

You can donate to Mosaic via cheque, direct debit or credit card. Donations over \$2 are tax deductible.

Bequest

Leaving money to Mosaic in your Will is a powerful and lasting way to assist people with disability to live the life they want. Big or small, every gift makes a difference.

Volunteer

Your skills, your energy and your enthusiasm can help to enrich the lives of those we support. There are many volunteering opportunities at Mosaic so please reach out and talk to us about what you have in mind.

Partner

We love partnering with values-driven WA businesses, corporates and community groups. If you are interested in building a strong relationship with an award-winning disability support organisation then please don't wait to contact us and start the conversation.

Get in touch

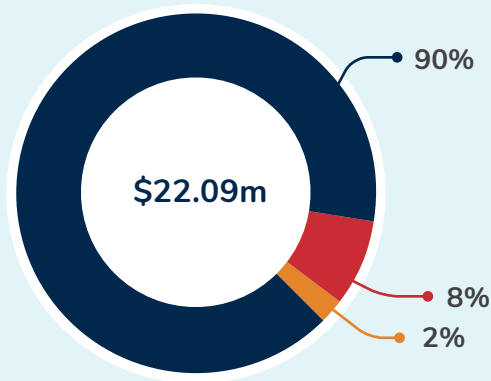
If you would like to talk about how you can support Mosaic to create possibilities and transform the lives of some of Western Australia's most extraordinary people, please don't hesitate to get in touch with us.

(08) 9314 8900

hello@mosaic.org.au

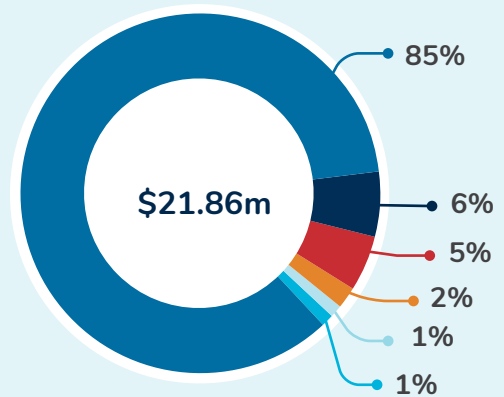
Finances for 2022/23

What we earned



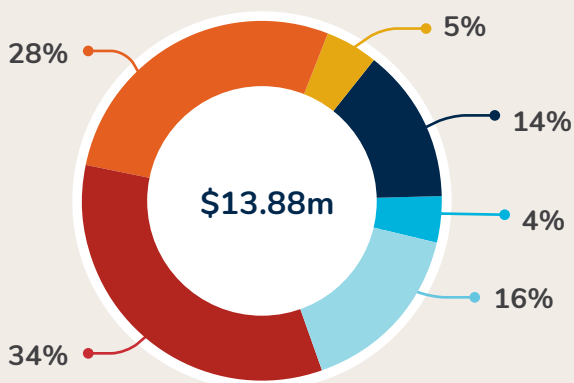
Government Funding (NDIS & DSOA)	\$19.86m
Accommodation Fees	\$1.69m
Interest, Investments and Other	\$0.53m
Total	\$22.09m

What we spent



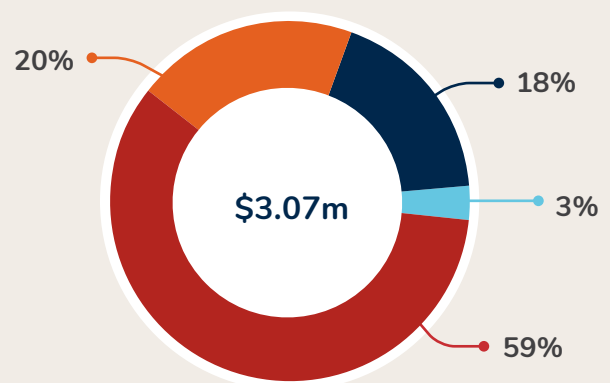
Staffing	\$18.66m
Administration	\$1.40m
Accommodation	\$0.99m
Other Operating Expenses	\$0.33m
Repairs and Maintenance	\$0.23m
Depreciation	\$0.25m
Total	\$21.86m

What we own



Cash and Cash Equivalents	\$2.15m
Investments	\$4.69m
Property, Plant and Equipment	\$3.88m
Receivables and Prepayments	\$0.65m
Term Deposits	\$2.01m
Other Assets	\$0.50m
Total	\$13.88m

What we owe



Employee Benefits	\$1.81m
Trade Payables	\$0.60m
Lease Liabilities	\$0.56m
Other Liabilities	\$0.10m
Total	\$3.07m



“I’m Daniel and this is Lisa.
We love playing games,
being arty, and we have a
bit of a thing for 80s music.
And Lisa just happens to be
my Support Worker.”



MOSAIC

Creating possibilities,
transforming lives.

Mosaic Community Care Inc.

ABN: 16 687 322 465

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